

Amendment of AFFIN Rewards Programme Terms and Conditions
Frequently Asked Questions (FAQ)

Effective from 18 March 2022, AFFIN Rewards Points will no longer be awarded for retail transactions made with AFFIN Debit Cards.

1. What is the amendment to the AFFIN Rewards Programme Terms and Conditions about?

AFFIN Rewards Points will no longer be awarded for retail transactions made with AFFIN Debit Cards, with effect from 18 March 2022.

2. When will the amendment take effect?

The cessation of AFFIN Rewards Points for AFFIN Debit Cards will take effect from 18 March 2022.

3. What will happen to my AFFIN Rewards Points after the cessation? Is there any expiry date?

AFFIN Rewards Points earned and accumulated prior to the discontinuation will be retained in your card account and valid for three years (36 months) from the date of issuance.

4. What can I do with my AFFIN Rewards Points after the cessation?

You can redeem your AFFIN Rewards Points online before the expiry date for merchandise(s), voucher(s) and/or airline points available at <https://rewards.affinbank.com.my>.

5. How do I check my AFFIN Rewards Points balance?

You can check your current balance online at <https://rewards.affinbank.com.my> under 'Account'.

6. How do I redeem my AFFIN Rewards Points?

You can perform online redemption as follow:

Step 1: Sign up or login at <https://rewards.affinbank.com.my>

Step 2: Browse through the catalogue and select the item(s) that you wish to redeem

Step 3: Once selected, click 'ADD TO CART' and proceed to checkout

Step 4: Enter the shipping information and confirm your redemption

7. I have never performed online redemption before. How do I start?

Please follow the steps below to perform 'First Time Login' at:

<https://rewards.affinbank.com.my/affinrewards/account/registration>

Step 1: Click 'First Time Login'

Step 2: Read and accept the Terms & Conditions and Click 'Continue'

Step 3: Create Username and Password and Click 'Continue'

Step 4: Confirm Identity (i.e. NRIC & Date of Birth) Security Questions and Click 'Continue'

Step 5: Key in the OTP code sent to your mobile phone in the Verification One Time Password (final)